

- **Code violations**
  - Large percent of multi-family vs. single-family properties
  - 75-80 percent renters in both types of properties
  - Over 200 rental apartment buildings
- **Each community is different**

- **Code violations**

- Bulk waste on streets and properties
- Trash and recycle containers left out on streets
- Condition of structures
- Tall weeds and/or grass

- **Infrastructure**

- Street, sidewalk, curb repairs needed
- Utility markings on streets/sidewalks
- Street lights not working

- **Civic League has several committees that work together.**
  - Conservation (NRHA)
  - Neighborhood Improvement (Zoning, Codes, Bulk Waste)
  - Clean & Green Willoughby (Recycle, Trash removal, EARN \$ for Recycling)

- **WCL took active role to help improve community**
  - Established rapport with relative city of Norfolk Depts
  - Quarterly review meetings to address concerns with city attorney, Public Works (Operations, Codes, Refuse), city councilman, WCL reps and police.
    - Meetings reduced to twice/year, then “as needed”
- **Identify as urgent, high priority, watch list, etc**
  - Frequent drive around with codes to get a visual on violations
  - Identify properties with frequent police calls
  - Document issues in database with pictures

- **Submit “frequent abuser” list to city attorney.**
- **WCL provides weekly report to DPW Operations for bulk waste and to Norfolk CARES for code violations**
  - DPW performs weekly canvas of receptacles left on street (issues warnings or fines)
    - Reduced from over 100 to < 20 per week
- **Reduced reporting from over 200 to less than 20 per week.**
- **Reduced average open calls from 100 one year ago to ~20 currently (excluding street maint)**

- **Neighborhood Improvement**
  - learning about code and zoning regulations
  - reviews Norfolk AIR monthly for actions and case assignments
  - reports stats to WCL at monthly meetings
  - educates WCL members

Biggest obstacle → Education of residents.

# MICROSOFT ACCESS DATABASE

# DATABASE TEMPLATE FOR TRACKING CALLS TO NORFOLK CARES

Open Call Center Items	
Street Number	<input type="text"/>
Street Name	<input type="text"/>
Date of Initial Review	<input type="text"/>
Resolved	<input type="checkbox"/>
Date resolved	<input type="text"/>
<input type="button" value="Add"/> <input type="button" value="Find"/> <input type="button" value="Print"/>	
Violation	<input type="text"/>
Debris - Street <input type="checkbox"/>	High Grass <input type="checkbox"/> Top 10 <input type="checkbox"/>
Debris - Prop <input type="checkbox"/>	Watch List <input type="checkbox"/>
Dumpster <input type="checkbox"/>	Suspicious Behavior <input type="checkbox"/>
Action	<input type="text"/>
Notes	<input type="text"/>
Call Center Notified ? <input type="checkbox"/>	Date Notified <input type="text"/>
Assigned Case? <input type="checkbox"/>	Active/History Code Enforcement Case ? <input type="checkbox"/>
Case Information	<input type="text"/>
Picture <input type="checkbox"/>	<input type="text"/>
<div>Norfolk Cares 664-6510 healthyneighborhoods@norfolk.gov</div>	



## Example: Building that has been boarded up for several years.

529 Initial Review Date 6/7/2011 Notified Call Center 6/16/2011 Last Review 11/2/2012 High Priority ☐ Dumpster ☐ Debris @ Street ☐ Street Maint ☐  
Case Assigned ☒ Urgent ☒ Debris @ Property ☐

**Violation:** Boarded up house (600002753)

**Action:** 6/16/11 - Call Center Notified.  
7/14/11 - Gave to John M. on urgent list  
5/29/12 - (John) Demo letter sent that got the owner's attention. Owner called and he was given a couple more weeks to provide a work plan.  
7/27/12 - The owner of 529 WOV hired an architect. The architect has submitted a plan that is being reviewed.

**Notes:** 3/11 - Condemnation notice issued. Inspector to follow up 7/18/11  
8/4/11 - Resend to John for update  
10/15/11 - email to request status of followup on 10/7/11  
10/18/11 - a follow up inspection was conducted on October 7, 2011 and the inspector is scheduled to return to the property November 29, 2011 to follow up on the conditions.  
1/12/12 - Request status update from Norfolk CARES based on follow-up inspection of 12/1/11  
4/24/12 - Ride around with John. Bldg on derelict structure list.  
4/27/12 Email from John. This is a Derelict Structure (DS) case. The follow-ups notethat the neighborhood inspector continues to monitor the property. The DS noticeexpires on May 5.  
7/24/12 - Per John, this property is a 2012 Derelict Structure Case.

**Code Info:** A - 600002753 lots of insufficient progress and followup inspection (3/15/06 - 9/17/12)  
H - 900013239 - 7/27/09 - 9/2/09 - trash and debris



529 Initial Review Date 6/7/2011 Notified Call Center 6/16/2011 Last Review 11/2/2012 High Priority ☐ Dumpster ☐ Debris @ Street ☐ Street Maint ☐  
Case Assigned ☒ Urgent ☒ Debris @ Property ☐

## Example: Condo with rotting wood siding and peeling paint.

Initial Review Date 6/22/2011    Notified Call Center 6/3/2012    Last Review 11/2/2012    High Priority ☐    Dumpster ☐    Debris @ Street ☐    Street Maint ☐  
Case Assigned ☒    Urgent ☒    Debris @ Property ☐

**Violation:** Siding on East side of bldg not facing street in disrepair, paint peeling, rotting wood, etc. Siding facing street is new cedar-shake and give appearance that entire bldg has been resided. (1200009573)

**Action:** 6/30/11 - Notified Call Center  
7/14/11 - Gave to John M. on urgent list  
11/28/11 - New case created for investigation and action assigned to Inspector Doris Hicks Roberson  
1/3/12 - no case assigned yet  
5/22/12 - Email John M. for update  
6/3/12 - notify call center  
11/1/12 - Per John M. - Condo Assoc has agreed to contract the siding repair.

**Notes:** Owned by Sunshine Properties LLC, Cudjoe Key, FL  
10/15/11 - email requesting status  
11/25/11 - email norfolk cares for status  
1/12/12 - No case assigned. Sent email to Norfolk CARES for status (what was 1100019293 for?)  
2/29/12 - Norfolk CARES said they cannot cite the bldg since it is individual condos w/ sep addresses. Contact Doris Roberson if questions. Sent Doris email asking who is responsible for maintenance. No response as of 3/9/12  
3/20/12 - Gave pics to John M.  
4/24/12 - Ride around with John.  
11/1/12 - Email Norfolk CARES for update on 10/16/12 inspection.

**Code Info:** A - 1200009573 CEC (6/5/12-10/16/12)  
H - 1100019293 CEC 12/20/11), 1100008942 Weeds (6/10/11), 1000017991 trash and debris (11/29/10), 1000017717 - follow-ups (11/16/10 - 2/28/11)



## Example: Street maintenance.

### WOV

<b>561</b>	Initial Review Date 8/3/2012	Notified Call Center 8/3/2012	Last Review	High Priority <input type="checkbox"/>	Dumpster <input type="checkbox"/>	Debris @ Street <input type="checkbox"/>	Street Maint <input checked="" type="checkbox"/>
				Case Assigned <input type="checkbox"/>	<b>Urgent</b> <input type="checkbox"/>	Debris @ Property <input type="checkbox"/>	

**Violation:** sidewalk and curb damage

**Action:** 8/3/12 - Notify Alice Kelly

**Notes:**

**Code Info:**

<b>840</b>	Initial Review Date 8/3/2012	Notified Call Center 8/3/2012	Last Review	High Priority <input type="checkbox"/>	Dumpster <input type="checkbox"/>	Debris @ Street <input type="checkbox"/>	Street Maint <input checked="" type="checkbox"/>
				Case Assigned <input type="checkbox"/>	<b>Urgent</b> <input type="checkbox"/>	Debris @ Property <input type="checkbox"/>	

**Violation:** curb damage

**Action:** 8/3/12 - Notify Alice Kelly

**Notes:**

**Code Info:**

<b>1040</b>	Initial Review Date 8/3/2012	Notified Call Center 8/3/2012	Last Review	High Priority <input type="checkbox"/>	Dumpster <input type="checkbox"/>	Debris @ Street <input type="checkbox"/>	Street Maint <input checked="" type="checkbox"/>
				Case Assigned <input type="checkbox"/>	<b>Urgent</b> <input type="checkbox"/>	Debris @ Property <input type="checkbox"/>	

**Violation:** curb damage

**Action:** 8/3/12 - Notify Alice Kelly

**Notes:**

**Code Info:**

# LIGHT POLES FOR WILLOUGHBY SPIT

## (by street name)

STREET NUM	STREET NAME	POLE NUM	REVIEW DATE	REMARKS
		NO522 SA41	7/9/2012	TIDEWATER AND WOV
9700	13TH View	NO522 BG99	10/12/2011	
9700	13TH View	NO522 BG98	10/12/2011	
9700	13TH View	NO522 BG97	10/12/2011	
9629	14TH VIEW	NO522 AF42	10/12/2011	CORNER BAYVILLE ST AND 14TH VIEW - LIGHT GOES OFF AND ON
	4TH VIEW	NO522 RA53	1/22/2012	NE CORNER OF STATEN AND 4TH VIEW OFF/ON (NO522RA74?)
9600	4TH VIEW	NO522 RA53	7/9/2012	
1345	BAYVILLE CT	NO522 AF99	10/12/2011	CORNER BAYVILLE ST AND BAYVILLE CT
1275	BAYVILLE ST	NO522 BE92	10/12/2011	13TH VIEW BOAT RAMP. 3-LIGHT POLE @ PIERS. LIGHT FACING NAVAL BASE
1407	BAYVILLE ST	NO522 AF18	10/12/2011	
1425	BAYVILLE ST	NO422 YF14	1/22/2012	EMPTY LOT - LIGHT OUT
1435	BAYVILLE ST	NO422 XF14	7/9/2012	WEST END OF EMPTY LOT
1455	BAYVILLE ST	NO422 XF55	10/12/2011	
1459	BAYVILLE ST	NO422 XF34	10/12/2011	
1525	BAYVILLE ST	NO422 WF27	10/12/2011	I-64 EXIT AT MARINA
1537	BAYVILLE ST	NO522 BE28	10/12/2011	
	BAYVILLE ST.	NO522 BE97	9/13/2012	BOAT RAMP ENTRANCE, MIDDLE LIGHT ON POLE
1501	LEA VIEW	NO422 XH23	10/12/2011	



# LIGHT POLES FOR WILLOUGHBY SPIT

## (by pole number)

POLE NUM	STREET NUM	STREET NAME	REVIEW DATE	REMARKS
		WOV	9/13/2012	NORTHWEST END OF SARAH CONSTANT PARK (END CLOSEST TO THE CAMEL)
NO422 WF27	1525	BAYVILLE ST	10/12/2011	I-64 EXIT AT MARINA
NO422 WG82	1501	WOV	10/12/2011	AT I-64 WB ENTRANCE
NO422 WG94	1518	WOV	7/9/2012	
NO422 XF14	1435	BAYVILLE ST	7/9/2012	WEST END OF EMPTY LOT
NO422 XF34	1459	BAYVILLE ST	10/12/2011	
NO422 XF55	1455	BAYVILLE ST	10/12/2011	
NO422 XG32	1451	WOV	7/9/2012	
NO422 XG35	1500	WOV	10/12/2011	CORNER 15TH AND WOV
→ NO422 XG84	1438	WOV	10/12/2011	CAME ON WHEN PULLED UNDERNEATH
→ NO422 XG84	1438	WOV	1/22/2012	LIGHT OUT
NO422 XH23	1501	LEA VIEW	10/12/2011	
NO422 YF14	1425	BAYVILLE ST	1/22/2012	EMPTY LOT - LIGHT OUT
NO422 YG24	1424	WOV	10/12/2011	
NO522 AD92	603	WOV	7/9/2012	
NO522 AF18	1407	BAYVILLE ST	10/12/2011	
NO522 AF42	9629	14TH VIEW	10/12/2011	CORNER BAYVILLE ST AND 14TH VIEW - LIGHT GOES OFF AND ON
NO522 AF99	1345	BAYVILLE CT	10/12/2011	CORNER BAYVILLE ST AND BAYVILLE CT
NO522 AG42	1401	WOV	10/12/2011	CORNER 14TH AND WOV

**STATS**  
**6/1/11 to 10/31/12**

[illegible]